



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

VETERANS BENEFITS FIELD REP I

Job Number: 20000616

Job Code: 21090V230916

Job Group: 2100 - MILITARY & EMERGENCY PREPAREDNESS

Job Established: 06/16/1982

Job Revised: 09/02/2025

Grade: 12 Salary (MIN - MID):

\$18,680-\$28,020 - Hourly

\$3,035.50-\$4,553.26 - 37.5 Hr. Monthly Salary

\$3,237.88-\$4,856.80 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Assist veterans and their dependents in assigned work area in the initial preparation, documentation, and adjudication of claims to benefits under federal, state, or local laws, in compliance with KRS 40.317. Consults with department personnel to begin the initial documentation used to establish the medical aspects of a claim. Receives assistance in applying laws, rules, and regulations and presenting affidavits and personal statements to ensure proper submission to the United States Veterans Administration; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE, TRAINING, OR SKILLS:

Must have one year of experience in administration, military affairs or veterans' benefits counseling.

Substitute EDUCATION for EXPERIENCE:

A master's degree will substitute for the required experience.

Substitute EXPERIENCE for EDUCATION:

Administrative experience will substitute for bachelor's degree requirement on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

Must possess and maintain a valid driver's license to qualify for employment in this job classification. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this job classification. Employing agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Consult with department personnel to begin the initial documentation used to establish the medical aspects of a claim. Receive assistance in applying laws, rules, and regulations and presenting affidavits and personal statements to ensure proper submission to the United States Veterans Administration. Assist in overseeing the day-to-day operation of a field office. Perform public relations work with the media, city and county officials, veteran's organizations, hospitals, nursing homes, and other state and federal agencies. Maintains computer database of veteran's contacts, claims filed, and awards received. Assists supervisor in preparing statistical reports. Conduct interviews to gather information for filing of claim. Gain knowledge to respond to inquiries from state and county government officials concerning the benefit program for veterans. Perform extensive statewide travel to meet with veterans and their dependents. Recruit and train field volunteers.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Travel on a statewide basis to meet with veterans and their dependents.

ADDITIONAL REQUIREMENTS:

Upon employment, employees in this job classification may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug- screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.